

From: Robert Swanson <Robert.Swanson@gov.scot>
Sent: Thursday, June 8, 2023 10:49 AM
To: [Redacted]; Gordon Findlater <Gordon.Findlater@gov.scot>; Burial & Cremation <BurialAndCremation@gov.scot>
Subject: FW: Complaint - Fosters Funeral Directors (Rutherglen)

Good Morning,

With regard to the complaint from [Redacted] concerning correspondence sent to her by Fosters Funeral Directors, please find enclosed copy of my response [Redacted]

I consider that no further action is required and the complaint can now be closed.

Kind Regards
Bert

From: Swanson R (Robert)
Sent: 29 May 2023 12:20
To: [Redacted]
Subject: Complaint - Fosters Funeral Directors (Rutherglen)

Dear [Redacted]

I am in receipt of your email and correspondence sent to the Burial and Cremation Team on 24th May 2023, relative to a complaint regarding the actions of Fosters Funeral Directors (Rutherglen).

I was already aware of the circumstances, having on Tuesday 4th April 2023, been contacted by [Redacted], Fosters [Redacted].

As part of my duties I am in regular contact with funeral directors on matters including the handling of ashes.

Prior to implementation of the Cremation (Scotland) Regulations 2019, on 4th April 2019, there was no statutory requirement as regards the disposal of uncollected ashes, and as a result there are currently several thousand uncollected ashes held by funeral directors and crematoria throughout the country.

Most funeral directors, especially the larger branches, have devised their own procedures for trying to identify and inform relatives that ashes are still held by them.

Unfortunately, for a variety of reasons, only a small percentage of those uncollected ashes, going back many years, have been collected.

[Redacted]

From what I have been told I am satisfied that the checks which have been carried out confirm 100% that the ashes of your late mother was collected on [Redacted]

Fosters Funeral Directors have assured me that they have tightened their procedures by cross checking the details on any letter to be sent against the uncollected ashes in their care.

[Redacted]

If I can be of any further assistance please do not hesitate to contact me.

Kind Regards

Robert Swanson QPM
Senior Inspector of Burial, Cremation and Funeral Directors (Scotland)